



Casualty

[MCLARENS.COM/NORCROSS/CASUALTY](https://mclarens.com/norcross/casualty)

Our expertise

Across the U.S., our specialist Casualty adjusters and support staff are ready to deliver a timely solution to your liability claim, ensuring the best outcome possible.

Our specialist expertise covers:

- General Liability
- Homeowner's Liability
- Product Liability
- Employer's and Contractor's Liability
- Professional Indemnity
- Construction Defect
- Public Entity Liability
- Event Liability
- Governmental Entities, City/ County/ State
- Regional Accounts

Business benefits

Liability loss claims adjusting at Norcross includes a broad range of in-house support services and activities that ensure each claim proceeds to a successful and appropriate resolution. Depending on the type of loss, severity, location, and duration, other resources may be helpful in claim resolution. Norcross adjusters have established relationships with ancillary professional services, such as lawyers and forensic accountants, to deliver any other resources needed to resolve your claim. Our adjusters and management work closely with both insured and insurer to choose and apply the best balance of resource to a particular loss. You may expect us to deliver:

Services at your disposal

- Prompt Investigations
- Knowledge of Local Law and Jurisdictions
- Informed Liability Assessments
- Subrogation Assistance

Quality is at the heart of McLaren's.

Contact us today for assistance with your Casualty claims. For more information, visit mclarens.com/norcross/casualty

800.824.1609 and assignments@norcross.com

Case studies

Bodily injury case minimised

On a wet and rainy day, a customer of a large bank had a slip and fall incident on the bank's front door sidewalk. Paramedics arrived and transported her to a nearby hospital where she was diagnosed with a broken hip. Following an extended recovery, her attorney sued the bank on her behalf for negligence contributing to her fall. The plaintiff in the case also claimed pain and suffering and permanent disability. Damages of \$225,000 plus ongoing disability payments were called for in the lawsuit.

Norcross was assigned to manage the claim, and according to internal protocol we proceeded to take and document witness statements, accident scene measurements, create a scope document, create an accident diagram, and take the claimant's statement. Considering the results of these activities, it appeared that the claimant and her legal representative may have exaggerated the extent and duration of her injuries.

Prior to going to trial, the presiding judge required a mediation session between the parties. At the mediation it became clear to the claimant's representatives that their case was problematic, and there was a good possibility they would receive no award at all at trial. They settled at mediation for \$60,000 with no disability payments, substantially more than 73 percent less than the demand amount.